

**JOB TITLE:** Customer Service Representative  
**DEPARTMENT:** Water and Sewer  
**REPORTS TO:** Superintendent

**DATE:** July, 2000  
**GRADE:** C-1

## **SUMMARY**

Responsible for providing clerical support and customer service for the Water and Sewer Department.

## **ESSENTIAL FUNCTIONS**

**Functions as a member in overall municipal team to ensure effective and efficient municipal operations.**

1. Performs clerical duties including typing, word processing, answering telephones, taking messages, and data entry.
2. Answers residents' questions concerning their accounts and receives payments for permits. Processes water, sewer and septic permits and drain layer licenses. Creates new accounts. Takes applications and money for new services to homes and second meters. Changes names and billing information due to property sales or requests by homeowners. Informs contractors regarding water and sewer service and application procedures.
3. Processes quarterly billing for residential accounts. Maintains account files.
4. Schedules daily appointments for Meter Maintenance Program, meter accuracy checks and final real estate transactions. Calls residents or sends correspondence concerning problems with their accounts (i.e. unusual usage or need for an inside meter reading).
5. Maintains monthly records of all meter-reading appointments.
6. Communicates with work crews via radio and telephone concerning field assignments.

## **OTHER RESPONSIBILITIES**

- Assists other staff in the performance of department's functions, as needed.

***Performs other position-related duties, as assigned.***

## **QUALIFICATIONS**

### **Minimum Training and Experience**

High school graduate with training in typing, business English, business Math, and two years' office experience or any equivalent combination of education and experience. Familiarity with computer software applications, word-processing and spreadsheets.

### **Knowledge, Skills and Abilities**

Requires general knowledge of Massachusetts General Laws as they pertain to water and sewer. Requires good record-keeping skills. Must be accurate in data entry. Effective customer service and communication skills are required to address a wide-ranging public audience.

### **Tools and Equipment Used**

Mainframe and personal computer systems, calculator, copier, facsimile, telephone, postage machine and 2-way radio.

### **Physical Demands**

The physical demands here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations to ensure that individuals with disabilities can perform essential functions are considered. While performing the duties of this job, the employee is frequently required to sit, talk or hear, use hands to finger, handle, or feel objects, tools or controls. The employee is occasionally required to stand, walk, stoop, kneel or crouch. The employee must be able to lift and/or move up to 10 pounds and occasionally to 30 pounds. Specific vision abilities required by this job include close vision. Occasionally the employee must use distance and peripheral vision.

### **Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations to ensure that individuals with disabilities can perform essential functions are considered. Work is performed primarily in an office with normal office noise and traffic.

New: 1976  
Revised: 12/95  
Revised: 8/98  
Revised: 6/99  
Revised: 12/99-eff 7/00 (Classification Study)

## **JOB EVALUATION SUMMARY**

### **CUSTOMER SERVICE REPRESENTATIVE KNOWLEDGE**

Requires bookkeeping, posting, record-keeping and computational skills. Uses computer for basic input, record-keeping, and word-processing. Uses mathematical functions in spreadsheets. Prepares correspondence, memoranda, letters and reports requiring formatting, and editing skills. Requires operational ability with office equipment such as typewriters, adding machines, calculators, facsimile machine, telephone, copier, postage and bursting machine.

### **INTELLECTUAL SKILLS/JUDGEMENT/COMPLEXITY**

Work assignments can be varied but generally are covered by standardized practices, procedures, processes, or precedents. The work sequence or procedures used vary as a result of differences in the particular facts, transactions, entry made or other information involved. Requires analyzing the work, and selecting which procedure to follow. Work often requires the completion of missing information and the classification and compilation of information from a variety of readily available sources. Requires planning and prioritizing of work tasks to complete assignments within prescribed timeframes.

### **INTERACTIONS WITH OTHERS/CUSTOMER SERVICE**

Contacts are with a wide-ranging audience. Requires providing explanation, discussion and interpretation of what is required in order to provide service, plan, coordinate, or resolve operating problems. Contacts are with the general public, service recipients, and employees of outside organizations such as vendors or banks. More than ordinary courtesy, tact and diplomacy may be required to resolve complaints or deal with customers.

### **SUPERVISION RECEIVED**

Once job requirements are mastered, nearly all work is performed with minimal instruction or monitoring. Work may be verified for accuracy or correctness. Guidance is usually readily available.

### **SUPERVISION GIVEN**

The position does not formally supervise.

### **ACCOUNTABILITY/INFLUENCE**

Responsible for accuracy, thoroughness, and completion of own tasks. The position's influence is usually limited to the efficient functioning of the office. May require coordinating service with other departments requiring the exchange of information or the handling of routine and normal problems. Problems/issues are usually easily resolved with minimal time and effort of others.